

PI Troubleshooter (h/f)

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Company: Alstom

Location: Melle

Category: computer-and-mathematical

Req ID:183845

We create smart innovations to meet the mobility challenges of today and tomorrow. We design and manufacture a complete range of transportation systems, from high-speed trains to electric buses and driverless trains, as well as infrastructure, signalling and digital mobility solutions. Joining us means joining a truly global community of more than **70000** people dedicated to solving real-world mobility challenges and achieving international projects with sustainable local impact.

For our **Melle** location we are currently looking for a motivated and enthusiastic **PI**

Troubleshooter

PURPOSE OF THE JOB

Troubleshooting of Alstom products at customer site in order to ensure their availability.

Provide technical expertise to subcontractors, warranty support team, project team members and less experienced personnel.

KEY RESPONSABILITIES:

Carry out Troubleshooting during PI period as well as Pre-warranty & Commissioning (and Validation & Certification if applicable), including investigation and repair

Carry out Fleet check activities

Reports & register any deviation (failure/event) in Failure Management data base including configuration data

Support operation helpdesk

Apply & enforce Alstom & customer EHS & security rules and relevant PI processes on customer site

Execute test & troubleshooting procedures to evaluate system performance and performs failure analysis on parts to be returned for repair

Support Implementation Field Modifications (FM operator), if required

Support specific technical investigations by Engineering or internal/external Suppliers

Recommends preventative and corrective actions

Instructs and directs operators in field modification and repairs if needed

Advises PI management regarding customer satisfaction, product performance, and suggestions for product enhancements

Ensure good information flow about interventions & operations within Troubleshooting to support shift transition, if needed

Conducts peer reviews of PI activities and provide technical leadership if requested

Achievement of contractual availability (milestone) targets

Characterization of K1S/K2/K3 issues on time

Completeness and Quality of failure/event diagnosis/data recorded in Defect Management data base

Availability of configuration update data

Audit results (internal and external)

Customer satisfaction of technical expertise

Compliance with EHS rules and work-related processes

QUALIFICATION:

Certified Technician or Undergraduate in technical area (mechanical or electrical/electronics)

Min. 2 years of technical troubleshooting/investigation experience (mechanical or electrical / electronic) Strong PC knowledge and be able to do software updates on the vehicles

Minimum IT knowledge, knowledge of Maximo is a benefit EHS knowledge and exposure, internal EHS training Strong Product knowledge Railway Safety/Product liability Engineering knowledge Able to work in shifts (day/night) and weekend Fluent Dutch and knowledge of English

If you are interested, apply now!

We thank all applicants for their interest; however, only those under consideration will be contacted.

An agile, inclusive and responsible culture is the foundation of our company where diverse people are offered excellent opportunities to grow, learn and advance in their careers. We are committed to encouraging our employees to reach their full potential, while valuing and respecting them as individuals.

Job Type:Experienced

Job Segment: Testing, Help Desk, Information Technology, Technical Support, Technology

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